



# PROVINCIAL OMBUDSMAN SINDH

Newsletter Vol - XVII (Apr - June 2025)

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## BRAND AMBASSADOR WORKSHOP HELD AT SZABIST UNIVERSITY

“We would like to inform the general public and student community about our role and function, particularly our capacity to provide administrative justice promptly and free of cost.”



A workshop under the Provincial Ombudsman Sindh's Ambassador Program was held at SZABIST University on 28.04.2025, highlighting the role of the Ombudsman Office in providing administrative justice to the public.

Mr. Imtiaz Qazi, Vice President (Admin) SZABIST University welcomed the Honourable Ombudsman Sindh and his team and said that the Institution of the Ombudsman was established worldwide as well as in Pakistan to provide quick and inexpensive justice to the general public in comparison to the existing judicial system which is costly and time-consuming, ultimately delaying the justice. He emphasised prompt and timely justice for the public being an essential element for building a peaceful society where institutions and officials remain accountable for their actions and use of power.

The Honourable Ombudsman, while addressing the gathering, stated that through his interaction with his counterparts at the international level, he has observed that the Institute of Ombudsman is very effective in Europe and learning from their achievements, a lot can be done at our

provincial level. The Institution of Ombudsman at a federal level was established in Pakistan in the early eighties, initiated in Sindh in 1991 with the vision to promote a high standard of governance, accountability, and efficiency and address public grievances in a fair, prompt, equitable and transparent, efficient manner, but a lot is to be done to make it more effective to provide free and quick justice to the general public.

He announced that we receive about 8000 complaints from a population of 50 million approximately in Sindh, which is significantly low considering that people have a lot of complaints against

**10 Students Selected  
As Ambassadors of  
Ombudsman Sindh**

**SECRETARIAT PROVINCIAL OMBUDSMAN, SINDH**

Shahrah-e-Kamal Atta Turk, Opp. Sindh Secretariat Karachi

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government departments/agencies. This is mainly due to a lack of awareness about this institution among the general public and a lack of confidence in government institutions in general. Therefore, through the Ambassador program, we would like to inform the general public and student community about our role and function, particularly our capacity to provide administrative justice promptly and free of cost.

The purpose behind the workshop is also to instill civic responsibility and advocacy in Sindh's youth, by enabling them to conduct the community outreach of the Ombudsman mandate involving students and the general public. He informed that his office has already selected 40 Ambassadors (10 each) from the Hamdard, Sindh Madressatul Islam, Salim Habib and Sukkur IBA Universities, who have been disseminating the message of the institute through social media and community meetings. He further underlined the importance for the students to educate society about resilience, their legal rights and the channels through which they may address issues.

Ms. Rehana G. Ali Memon, Advisor and Masood Ishrat

Registrar, Secretariat Provincial Ombudsman Sindh, also spoke on the concept of the Brand Ambassador Program and



Mohtasib operations, respectively, at the event. The event concluded with a Q&A session, and Honourable Ombudsman Sindh addressed students' queries.

## CERTIFICATE DISTRIBUTION CEREMONY HELD FOR THE AMBASSADORS OF IBA SUKKUR UNIVERSITY



## FOLLOW-UP SESSION

During their first follow-up session, the ambassadors from SZABIST University were given a detailed presentation on the workings of the Ombudsman Office and nature of complaints, and guided to disseminate the message to the general public and student community through social media websites and apps like Facebook, Instagram and WhatsApp, interaction with students, and use the official Ombudsman



Sindh website for more information about the institute. The questions raised were answered by the Honourable Ombudsman and his team members.

## OMBUDSMAN SINDH LAUNCHES COLLABORATIVE OUTREACH INITIATIVE WITH UN AGENCIES AND CIVIL SOCIETY

*“We are striving to expand our outreach and accessibility to facilitate the dispensation of administrative justice to the general public at their doorsteps. Our aim is to protect people against violations of rights, abuse of powers, unfair decisions and maladministration.”*

Mr. Muhammad Sohail Rajput, Provincial Ombudsman Sindh, chaired a high-level meeting on 03.06.25 attended by representatives of prominent UN agencies, foreign and local

NGOs, community-based organisations, local support organisations, and civil society organisations to formally launch the “Awareness and Outreach Program- A Collaborative Initiative.” This initiative is aimed at strengthening public awareness of citizens' rights, promoting transparency and accountability, and enhancing the visibility and accessibility of grievance redressal mechanisms across Sindh.

The meeting brought together a wide array of humanitarian and development partners, including UNCRC, UNOCHA, United Nations Provincial Program Team-Sindh, Pakistan Red Crescent Society-Sindh, Legal Aid Society, Legal Rights Forum, HANDS Foundation, Sindh Rural Support Organisation, Thardeep Rural Development Programme, Fast Rural Development Program,



Muslim Hands, Helping Hand for Relief and Development, and the Pakistan Humanitarian Forum.

Addressing the participants, the Ombudsman emphasised the critical role of sustained and inclusive partnerships in extending the reach of his office to underserved and vulnerable communities. He particularly noted the significance of coordinated outreach in fostering public trust and ensuring timely redress of complaints. During the meeting, the Pakistan Red Crescent Society offered institutional support, including access to its Training Institute for the organisation of awareness and capacity-building workshops targeting both the public and development sector actors. An orientation session under this initiative is planned for July 2025.

All participating organisations assured their full support for the awareness and outreach efforts of the Ombudsman Office and reaffirmed their commitment to collaborate in the development and dissemination of informational material, organising community-level activities and promoting the Ombudsman's role through their respective platforms.



In his concluding remarks, the Ombudsman underscored the shared responsibility of all stakeholders in ensuring access to justice and good governance for every citizen. He expressed confidence that with collective efforts, public service delivery and grievance redress mechanisms can be significantly improved, particularly in reaching the most marginalised populations across Sindh.

“**OMBUDSMAN'S ROLE AS A BRIDGE BETWEEN THE PUBLIC AND GOVERNMENT DEPARTMENTS AND AGENCIES,”**



Agreement signed between Office of Provincial Ombudsman Sindh and M/s. DPL for Development & Implementation of Complaints Management System (CMS)

**OMBUDSMAN SINDH ESTABLISHES CLIMATE & DISASTER JUSTICE UNIT (CDJU)**

“*In the event of a disaster, justice delayed is not just justice denied, it's a denial of dignity. The CDJU brings justice to the frontlines of the climate crisis,” -Muhammad Sohail Rajput*

The Provincial Ombudsman Sindh, Mr. Muhammad Sohail Rajput, inaugurated a one-of-its-kind Climate & Disaster Justice Unit (CDJU), a pioneering initiative to ensure expeditious and justifiable redress of complaints stemming from climate-related and man-made disasters. The unit will be a fast-paced mechanism resolving issues of delay, corruption, or neglect in relief, rehabilitation, and public service delivery. It will work on safeguarding vulnerable groups, inclusive governance, and coordination with UN agencies, NGOs, and civil society. This initiative complements the advocacy actions already implemented for human dignity, equity, and the rule of law, solidifying the institution as an equitable, accessible, and people-centred watchdog, particularly in a region being repeatedly battered by climate uncertainty.

**EVENTS GALLERY**

**OMBUDSMAN SINDH CHAIRED  
PERFORMANCE REVIEW MEETINGS WITH OFFICERS**





## HIGHLIGHTS FROM HEARINGS ON COMPLAINTS OF PUBLIC IMPORTANCE BEFORE THE HON'BLE OMBUDSMAN SINDH



Water-related challenges in Orangi Town with KW&SC



Issue of pensionary benefits to retired / deceased employees of KMC, TMCs and defunct DMCS



Payment of liabilities for supplies made to SSSI



Issues regarding water supply to Labour Colony, SITE, with KW&SC and Sindh Workers Welfare Board



Public transport challenges in Karachi

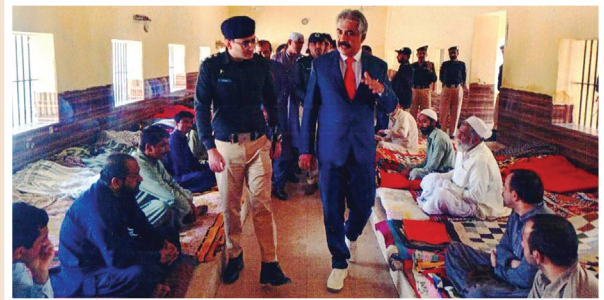


The Secretary, Secretariat POS, chaired a meeting to review progress on the construction of the regional office in Shaheed Benazirabad.

## HIGHLIGHTS OF OUTREACH, SITE VISITS AND KHULI KATACHERI



Outreach Session at Government Girls High School, Makli, Thatta



Visit to Central Jail, Larkana



Glimpses Of Khuli Katcheries Conducted By Regional Directors In Their Respective Districts



# REDRESSAL OF PUBLIC GRIEVANCES

## SUCCESS STORIES

### HEALTH AND FINANCE

#### RELEASE OF LONG-PENDING PAYMENTS FOR SCIENTIFIC SUPPLIES BY PEOPLES MEDICAL COLLEGE HOSPITAL

M/s. Scientific Supplies Pvt. Ltd., through Mr. Muhammad Faraz Khan, complained that they supplied laboratory items worth Rs. 3,466,030/- to Peoples Medical College Hospital, Nawabshah in 2019-2020. However, despite submitting all required documents, the payments were pending for over three years. The complainant cited undue delays, sometimes upon fiscal year closures and/or poor coordination between the hospital and the Health Department. His repeated visits to the office of the concerned authorities proved fruitless, prompting him to seek relief from this office.

The case was examined with both the Health Department and Finance Department, Government of Sindh. The Medical Superintendent confirmed the liability and wrote to the Secretary of Health for clearance. As a result of multiple hearings and persistent follow-up by the office of Ombudsman Sindh, the Finance Department and Health Department eventually released funds to the Medical Superintendent, who issued a cheque in favour of the complainant. The cheque for Rs. 3,431,370/- was handed over to the complainant, effectively resolving the long-pending payment issue. The complainant expressed sincere gratitude for the Ombudsman Sindh's intervention and prompt action.

### LAND OWNERSHIP

#### FOTI KHATA OF LAND TRANSFERRED IN FAVOUR OF LEGAL HEIRS

Mr. Muhammad Amin filed a complaint against the Revenue Department regarding a delay in the change of Foti Khata of land left by the grandfather of the complainant in favour of the legal heirs. On the directives of Ombudsman Sindh, the Regional Director, Ghotki, addressed the notice to the Mukhtiarkar (Revenue) Taluka Ghotki, who informed that after verifying the revenue record of Deh Bandh, in respect of Survey No.96/2 (01-18) vide entry dated: 29.04.2025 it is certified that the Foti Khata of deceased Soomar S/o. Bilawal Waso stands transferred to his legal heirs, namely 01. Ahmed S/o. Soomar Waso to the extent of share 0-29.17 paisa, 02. Ghulam Nabi S/o. Soomar Waso to the extent of share 0-29.17 paisa, 03. Moula Bux S/o. Soomar Waso to the extent of share 0-29.17 paisa, 04. Mst. Mubarakaan W/o. Soomar Waso to the extent of share 0-12% paisa, having total land measuring an area of 04-311/2 acres and enclosed the copy of mutated Form VII-B.

The report of the agency, along with a photocopy of the change of Foti Khata, was handed over to the complainant during hearing of the case, who showed his satisfaction with the agency's report and offered gratitude to the Ombudsman, Sindh and requested to close the case.

#### PREVIOUSLY MISREPRESENTED LAND OWNERSHIP DOCUMENTS CORRECTED

Mr. Muhammad Ali filed a complaint, alleging that the record of his plot (No. R-54, Sector 21-B, Shah Latif Town) was unjustly changed by MDA officials with the site office, and despite several efforts, no corrective action was initiated. He approached the Ombudsman Sindh for redressal and restoration of the correct ownership document.

The matter was addressed with the Director General, MDA. The agency filed contradictory reports and also mentioned a pending civil suit, which they alleged had delayed the case. However, during the process of investigation, the complainant informed that the said civil suit has been decided by the court and stands rejected. The matter was vigorously pursued with the agency. Finally, as a result of continuous intervention by this institution, MDA confirmed that the required action had been taken and desired that the complainant collect his corrected ownership documents.

The complainant confirmed that his grievance has been resolved and expressed gratitude for the persistent efforts and timely action by the Ombudsman, Sindh.

### UNAUTHORIZED ACTIVITIES

#### ILLEGAL CONSTRUCTION INSTRUCTED TO BE DEMOLISHED DESPITE A PRIVATE SETTLEMENT

Mr. Faheemuddin filed a complaint against Sindh Building Control Authority (SBCA), Karachi, regarding illegal construction being raised by his neighbour, Hafiz Irfan Saeed on Plot No.10, Sector-E, Manzoor Colony, Mehmoodabad, Karachi, in violation of building by-laws. Due to this illegal construction, a wall of the building fell on the mother of the complainant, and consequently, she expired. The sister of the complainant also became permanently incapacitated.

The case was referred to the D.G. SBCA for report. In the meantime, the complainant submitted an application stating that his differences with the neighbour Hafiz Saeed have been settled and requested his case be closed. In support of his statement, he also furnished a copy of the agreement according to which the complainant received Rs. 1,600,000/- from the neighbour with the assurance that the application submitted to SBCA and Ombudsman Sindh would be withdrawn and he would be allowed to continue the said construction. Since such a private settlement between two parties couldn't legalise any unlawful action, giving the said defaulter freedom to go ahead with illegal activity in complete disregard of the law of the land, it was decided in public interest to continue proceeding in the matter u/s 9(i) of the Act 1991 which empowers the Ombudsman to undertake investigation on his own motion.

The agency submitted a report stating that the said building exists at the site with illegal silent commercial activity comprising G+2 upper floors along with a penthouse, but its



approval record is not traceable. In this regard, D.G. SBCA was directed to look into the matter personally and stop forthwith the alleged illegal construction raised by Mr. Irfan Saeed. The D.G. SBCA was also directed to demolish the said illegal building and submit a compliance report.

### DIRECTIVE TO SEAL ILLEGAL CNG STATION ISSUED TO DEPUTY COMMISSIONER KARACHI EAST

Mr. A. Mehmood, in his complaint, stated that a CNG Station and Petrol Pump (BE-Energy) had been established illegally on Plot No. B-165, Block-11, Gulistan-e-Johar, Karachi, purely residential nature, in violation of KDA by laws. He stated that the said CNG station poses serious safety hazards, environmental pollution and noise disturbance, affecting the peaceful living of residents. Despite repeated complaints to the concerned authorities, no action had been taken.

The complaint was formally raised with KDA, SBCA, Sindh Master Plan Authority, and Deputy Commissioner Karachi East, whose reports confirmed that the CNG Station was established without any legal approval or NOC and was operating in violation of laws.

Based on factual findings and field verification, the Ombudsman Sindh directed the Deputy Commissioner Karachi East and the Director General SBCA to immediately seal the illegal CNG Station/Petrol Pump and take further necessary action as per applicable law/policy and report within 30 days.

### DEMOLITION ACTION INITIATED FOR ILLEGAL CONSTRUCTIONS IN PIB COLONY

Mr. Muhammad Shoaib Lodhi, resident of House No. 2267, PIB Colony, Karachi, complained on 17.10.2022 about the illegal construction of a G+2 storey building on Plot No. 677, PIB Colony, in violation of SBCA building regulations, which allow the construction of only a G+1 storey. He pointed out that such illegal construction causes problems such as water shortage, sewerage overflow, and parking issues. Despite submitting a complaint to SBCA, no action was taken, compelling him to seek intervention from Ombudsman Sindh.

SBCA District East was engaged with the complaint, its staff inspected the site and confirmed illegal construction carried out with no approval of the building plan. SBCA issued an Ejectment Notice to have the building vacated, requested utility agencies to disconnect services, and asked the Sub-Registrar to take necessary action. After continued pursuance, SBCA demolished such illegal construction and furnished a compliance report.

The complainant confirmed the demolition action and expressed satisfaction with the timely and effective action taken by SBCA upon the intervention of this office.

### CIVIL FACILITIES

#### SUCCESSFUL INSTALLATION OF STREET LIGHTS AT MOHALLAH ALI GOHARABAD

Haji Nazar Muhammad Abbasi filed a complaint, stating that street lights have not been installed on the main road of Mohallah Ali Goharabad, Larkana. He approached the designated agency in this regard but to no avail. Aggrieved by that, he solicited intervention of the Provincial Ombudsman, Sindh.

The Regional Director, Larkana, took up the matter with the Town Municipal Commissioner, Empire Town, Larkana, who responded that the compliance has been made and the grievances of the complainant have been redressed, enclosing the photographs of the area as evidence.

The complainant appeared before the Investigation Officer, Larkana and filed a written statement wherein he confirmed that his grievances had been redressed by the agency and thanked the Ombudsman Sindh.



### Citizens Deprived Of Public Park At Rangiware, Lyari Until Ombudsman Sindh Intervenes

**Land allocated for public park "Bahaan Park" in Rangiware, Lyari, encroached by commercial activity.**

Mr. Muhammad Azam filed complaints to KMC, District Administration & Sindh Building Control Authority.

With no action taken by the said authorities, complainant asked Ombudsman Sindh office to intervene.

**Redress of grievance initiated by Ombudsman Sindh office**



Hearing attended by Mr. Ishaq Khohro, Director General, Sindh Building Control Authority, Mr. S.M. Afzal Zaidi, Municipal Commissioner, KMC and Mr. Shahryar Habib, Assistant Commissioner, Lyari.



Demolition initiated upon shop owners' failure to provide ownership documents of the encroached property.

#### Decisions:

1. Hand over the land control of park to TMC Lyari within 15 days
2. Complete the formalities and ensure removal of all the illegal structures and encroachments from the said land of park within 30 days

#### Townfolk deserving of healthy atmosphere

The Chairman and Municipal Commissioner, Lyari Town, directed to develop the public park for providing healthy atmosphere to deprived general public of the area and submit compliance report within 90 days.

**The matter is persuaded for implementation of the directives**





## Health Of Village Citizens Prioritized As Brick Kilns Investigated For Hazard—From One Village To The Entire Province

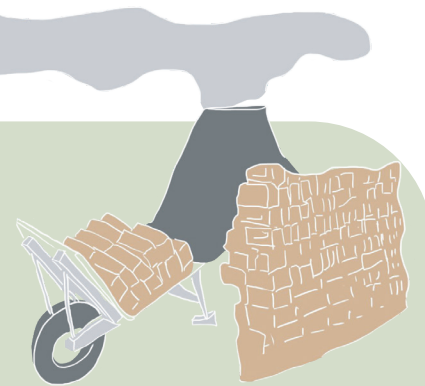
**Respiratory and skin issues spread in Village Gahi Khan Chakrani, Taluka Thari Mirwah, District Khairpur Mirs,** due to emission of smoke and other dangerous particles from the brick kilns near the village.



The Ombudsman Sindh directed the case to Sindh Environmental Protection Agency (SEPA).

A fine of Rs. 50,000/- imposed. However, complainant appeared before the Investigating Officer, reported that the kiln was still functioning.

M/s. Daulat Khan Company and M/s. Sher Gul Company kiln owners were directed to adopt environmentally friendly measures, including tree plantation and installation of straw net barriers. Upon failure to follow the above directives, both kilns were seized.



### Decisions:

1. Finalize policy to regulate the kilns established in the Province and come up with final policy draft after six weeks
2. Survey of the kilns throughout the Province, ensuring rules set by the Government are being adhered to

**The matter is persuaded for implementation of the directives**

Mr. Aleem Chakrani, r/o. of village, filed an online complaint.

Officials of SEPA, Assistant Commissioner and Mukhtiarkar, Thari Mirwah initiated inspection of kilns by operated by M/s. Daulat Khan Company and M/s. Sher Gul Company.

**Matter of great public concern heard personally by the Ombudsman Sindh** when Agha Shah Nawaz, Secretary, Environment Climate Change Department, Government of Sindh and Mr Waqar Phulpoto, Director General, Sindh Environmental Protection Agency (SEPA) appeared.

## A NEW SEWER INFRASTRUCTURE LAID TO FACILITATE WASTEWATER DISPOSAL AT MOHALLA BENAZIRABAD

Mr. Barkat Ali Channa filed an online complaint wherein he stated that the inhabitants of Benazirabad Colony, Dokri Town, are facing the hazard of overflowing sewage water on the streets.

The Public Health Engineering Division, Larkana, has failed to desilt the drain on a regular basis and has failed to complete the work of laying paver blocks on the streets. Aggrieved by that, he solicited the intervention of the Ombudsman Sindh office.

Regional Director, Larkana, issued notices to the Executive Engineer, Public Health Engineering Division, Larkana for a report. The Executive Engineer, PHE Division-I Larkana, informed that the grievances of the complainant have been resolved. The complainant appeared before Investigation Officer and filed a written statement that the agency has laid a new sewerage line for the disposal of sewage water, and his grievances have been redressed. He thanked the Provincial Ombudsman, Sindh.

## PREVIOUSLY MISREPRESENTED LAND OWNERSHIP DOCUMENTS CORRECTED

Mr. Muhammad Ali filed a complaint, alleging that the record of his plot (No. R-54, Sector 21-B, Shah Latif Town) was unjustly changed by MDA officials with the site office, and despite several efforts, no corrective action was initiated. He approached the Ombudsman Sindh for redressal and restoration of the correct ownership document.

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## EDUCATION

### ADDITIONAL TEACHERS POSTED AT GOVERNMENT MIDDLE SCHOOL MUHAMMAD HAYAT

Mr. Muhammad Umar filed an online complaint wherein he stated that there is an acute shortage of teachers at Government Middle School, Muhammad Hayat Tagri. He approached the School Education & Literacy Department, Mirpurkhas, for posting of the required number of teachers on the basis of the Students-Teachers-Ratio (STR) but to no avail. Aggrieved by that, he solicited intervention from this institution.

The Regional Director, Mirpurkhas, initiated the examination of the issue with the District Education Officer, Mirpurkhas, and after persuasion, the Taluka Education Officer (ES&HS) Male Jhuddo informed vide letter dated 10.04.2025 that additional teachers have been posted at the Government Middle School Muhammad Hayat Tangri. The complainant appeared before the Regional Director, Mirpurkhas and confirmed that his grievance had been redressed and thanked the Ombudsman Sindh institution.



